

Customer Service Report for ALW



for Thursday, June 1, 2006 to Friday, June 30, 2006

	Created				Assigned/Pending/ Checked Out			Closed			Average Minutes to Close
	DCS	ALW	Web	Other	DCS	ALW	Other	DCS	ALW	Other	
Accounts											
Password Reset	0	0	0	2	0	1	0	0	1	0	1
Register/Open	0	0	0	2	0	0	0	2	0	0	9
Unix Support											
Unix Support	2	0	0	0	0	1	1	0	0	0	0
Grand Total:	2	0	0	4	0	2	1	2	1	0	3

Total Tickets Closed:	3
Total Tickets Assigned/Pending/Checked Out:	3
Total Tickets Created:	6